Avaya 2007 IP Deskphone – User Guide

Avaya Business Communications Manager

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Chapter 1
Getting started with the Avaya 2007 IP Deskphone

The Avaya 2007 IP Deskphone brings voice and data capabilities to the desktop by connecting directly to a local area network (LAN) through an Ethernet connection. The Avaya 2007 IP Deskphone supports call processing features and can work with an External Application Server to display Web-based and interactive applications on the large, color LCD touch panel.

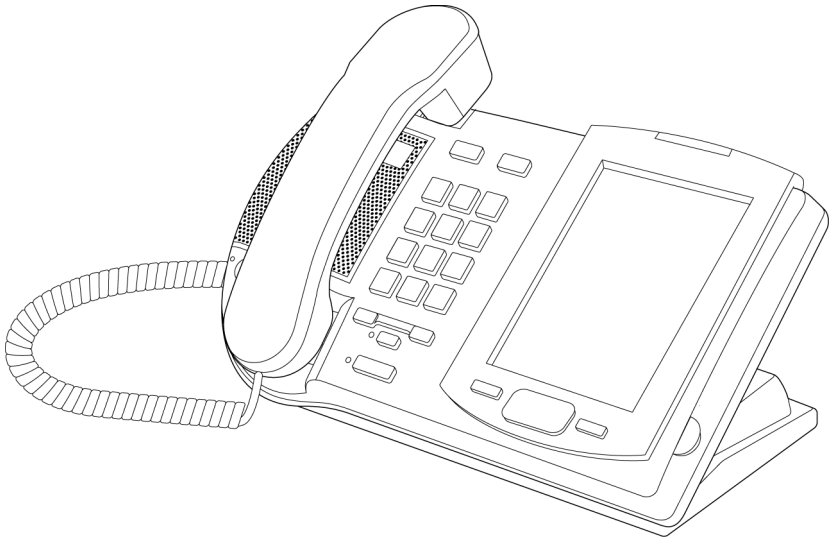
Introduction

This guide contains information about:

- telephone buttons, soft keys, and lights
- telephone display
- telephone setup
- how to make and answer calls
- how to program the programmable line (DN)/feature soft keys
- how to offset the time on your telephone display
- how to clean the telephone touch panel

Figure 1 shows the Avaya 2007 IP Deskphone.

Figure 1 Avaya 2007 IP Deskphone



Avaya 2007 IP Deskphone buttons, display, and lights

Figure 2 shows the Avaya 2007 IP Deskphone buttons, display, and lights. Table 1 gives a description of the buttons, display, and lights identified in Figure 2.

Figure 2 Avaya 2007 IP Deskphone

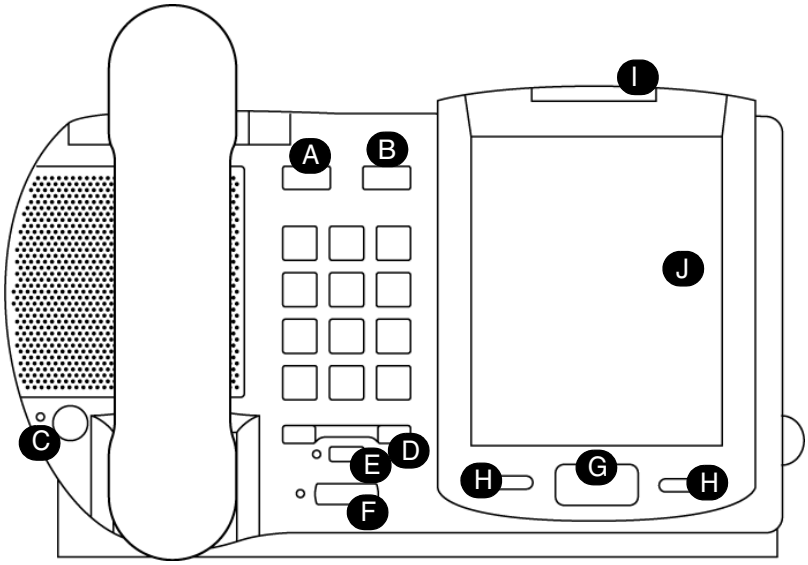


Table 1 Avaya 2007 IP Deskphone button, display, and light descriptions

A		**Hold button** Places an active call on hold.
B		**Goodbye button** Ends an active call.
C		**Handsfree button with LED** Turns the Handsfree mode on.
D		**Volume control bar** Adjusts the handset, Handsfree, headset, and ringer volume.
E		**Mute button with LED** Turns the microphone off and on when you are on a call.
F		**Headset button with LED** Turns the headset mode on.
G		**Navigation key** Allows you to scroll through lines of text and menu items, such as those listed in Services or the Call Log.

H

Soft key buttons (either side of Navigation key)

Labels on the bottom of the LCD give the meaning associated with these keys.

I

Message Waiting Indicator

Flashes when a call rings at the telephone.

Lights up when Message for you appears on the display.

J

Color LCD

The color LCD contains the soft keys and information areas. Tap a soft key with the stylus to activate the feature displayed.

Avaya 2007 IP Deskphone LCD

There are five areas on the display:

- programmable line (DN)/feature soft key area
- information area
- soft key area
- feature key area
- tools and navigation area

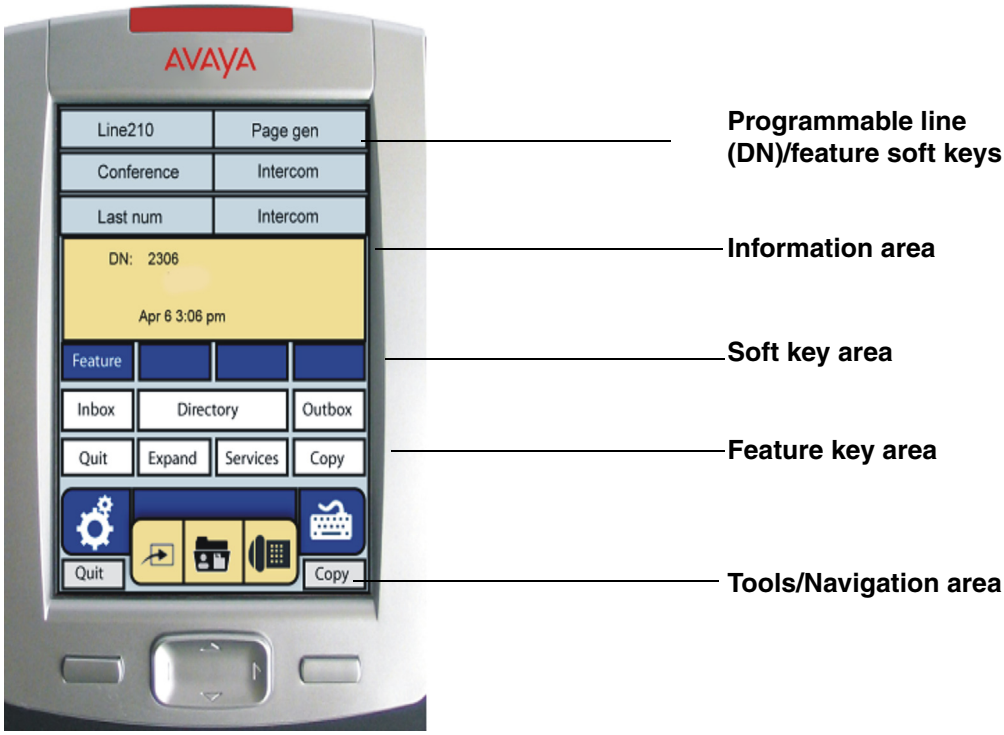
Use the touch panel to perform point and click operations on the Avaya 2007 IP Deskphone. Use the touch panel with the graphical user interface (GUI) to present keys directly on the display. You can use the touch panel to activate all line/DN keys, feature keys, and soft keys.

Calibrate the touch panel using the Tools menu, which enables you to fine tune the touch panel. You are prompted to use the stylus to tap three targets.

You can operate the touch panel using a stylus or your finger. However, it is recommended that you use only a stylus to avoid damage to the touch panel and to ensure accuracy.

Figure 3 shows an example of the display and describes each area.

Figure 3 Display area



Note: Your display can differ slightly from this picture.

Programmable line (DN)/ feature soft key area

The programmable line (DN)/feature soft key area shows the label and status of the six programmable soft keys. For more information about these soft keys, refer to "Program soft keys" on page 18.

Information area

The information area shows:

- the extension number of the telephone
- a line for general information (for example, caller ID, company name)
- the date and time when the telephone is not in use, and changes to show features and call information when the telephone is in use

Soft key area

The soft key area shows the Feature soft key and three additional display soft keys. These labels vary depending on the feature in use. You cannot reprogram these soft keys.

Feature keys area

The feature keys area provides access to the fixed features of the phone. Table 2 describes the keys and what they do:

Table 2 Feature keys

Key label	Description
Inbox	Opens your voice mailbox. For more information, see your system administrator.
Directory*	Access phone directory.
Outbox	Allows you to send voice mail messages to people in your directory.
Quit*	Exit from various menus or the External Application Server.
Expand	Expand to PC to access text-based external services.
Services*	Access to scrollable feature display menu, including the hot desking feature.
Copy	Programmable key (default: empty).

Note: On the Avaya Business Communications Manager (Avaya BCM), you can reprogram items marked with an asterisk (*). Use **Tools > Preferences > Button Labeling** to display icons or insert custom text.

Tools and Navigation area

The Tools and Navigation area provides controls for navigating between features and selecting tools. This area is always visible and functional. Table 3 shows the icons and describes what they represent.

Table 3 Tools and Navigation area

Tool icon	Description
	Tap this icon to access graphics-based external services.
	Tap this icon to access the Telephone screen.
	Use this soft key to access the first registered external application. The icon displayed on the key is that of the application. The Avaya globemark is an example of an icon.

Table 3 Tools and Navigation area

Tool icon	Description
	Tap this icon to access the Tools menu, which includes: • Network Configuration • Local Diagnostics • Touch Panel Setup • Contrast & Brightness • Preferences
	Tap this icon to display a virtual keyboard (pop-up keyboard) for text entry. The stylus or USB keyboard maybe used to enter text in some of the applications.

The bottom corners of the Tools and Navigation area contain the labels that are associated with the buttons on the right and left side of the Navigation key.

About your programmable soft keys

Your system administrator assigns the programmable soft keys as line, intercom, or memory soft keys. For more information, see your system administrator.

Touch panel

You can perform point and click operations on your Avaya 2007 IP Deskphone using the touch panel. The touch panel works with the graphical user interface (GUI) to present keys directly on the display. Use the touch panel to activate all line/DN keys, feature keys, and soft keys.

This section also describes how to properly clean fingerprints and smudges from the Avaya 2007 IP Deskphone touch panel.

Calibrate the touch panel

Use the Tools menu to calibrate the touch panel. You are prompted to use the stylus to tap three targets.

Stylus

You can operate the touch panel using a stylus or your finger. However, it is recommended that you use only a stylus to avoid damage to the touch panel and to ensure accuracy.

To clean the touch panel

1 Press and hold down the **Goodbye** button .

2 While you hold down the **Goodbye** button, gently clean the touch panel with a soft, dry cloth.

Note: While you hold down the Goodbye button, pressing on the touch panel does not activate features.

Configure Avaya 2007 IP Deskphone local options

Your Avaya 2007 IP Deskphone has both local and server-based options. The local options cover the following entries in the Tools menu:

- Network Configuration: enter telephone configuration information using the dialpad. Use the touch panel to select fields, then use the pop-up keyboard, USB keyboard, or dialpad to enter data.
- Local Diagnostics: use for Network Diagnostics (Ping, Tracert), Ethernet Statistics IP Network Statistics and DHCP information to improve the troubleshooting process.
- Touch Panel Setup: calibrate the touch panel. You are prompted to use the stylus to tap three targets.
- Display Settings: adjust the contrast, brightness, backlight, screen saver slideshow, and display dim settings.
- USB Devices: view which USB devices are connected.
- Preferences: find the Button Customization tool to change the feature key labels to display icons or custom text.

Enter and edit text

You can enter and edit text on your Avaya 2007 IP Deskphone using the following methods:

- the pop-up keyboard
- the telephone dialpad
- the soft keys
- the USB keyboard or mouse (optional)

The use of any of these for text entry depends on the application.

Enter text using the pop-up keyboard

A full uppercase and lowercase keyboard and a number pad are available to enter text. You can “type” on the keyboard with the stylus. The keyboard is primarily used for the local phone applications in the Tools menu.

Enter text using the telephone dialpad

Use the dialpad to enter text when you use features such as Programming an Autodial key.

For example, if you want to enter the letter A, press the number 2 key once. If you want to enter the letter C, press the number 2 key three times.

No letters are associated with the number 1 or the 0 keys.

Edit text using the soft keys

Use soft keys to access text when you work with such applications as Personal Directory, Redial List, and Callers List.

Table 4 describes the soft key editing functions on the Avaya 2007 IP Deskphone.

Table 4 Editing soft keys description

Soft key	Description
Cancel	Action is canceled.
Choose	Select a symbol.
Clear	Clear the input field.
Case	Switch the next character to either uppercase or lowercase.
Delete	Backspace one character.
Done/Select/Enter	Meaning depends on application.
More…	Access additional soft keys.

Telephone setup

This section describes the Avaya 2007 IP Deskphone display features:

- Display contrast
- Language choice
- Ring type

Note: For more information about the features available to your telephone and how to use them, refer to the *Telephone Features Card*.

Display contrast level

To adjust the contrast for the telephone display:

1 Tap Feature.

2 Enter *7 using the telephone dialpad.

3 Tap DOWN and UP to view the levels.

4 Tap OK to select a level.

Language choice

Note: Language choice affects only the Programmable line (DN)/ feature soft key area, Information area, and Soft key area.
To customize the Feature key area and Tools/Navigation area, tap the Tools icon and then select Preferences.

To select the Primary Language for the telephone display:

1 Tap Feature.

2 Enter *501 using the telephone dialpad.

3 Select the Alternate Language for the telephone display.

To select the second alternate language:

1 Tap Feature.

2 Enter *502 using the telephone dialpad.

3 Select the Alternate Language 2 for the telephone display.

To select the third alternate language:

1 Tap Feature.

2 Enter *503 using the telephone dialpad.

3 Select the Alternate Language 3 for the telephone display.

To select the fourth alternate language:

1 Tap Feature.

2 Enter *504 using the telephone dialpad.

3 Select the Alternate Language 4 for the telephone display.

Ring type

To select a different ring type for your telephone:

1. Tap Feature.
2. Enter *6 using the telephone dialpad.
3. Press 1, 2, 3, 4 (on the telephone dialpad), or NEXT to hear the different ring types.
4. Tap OK to store the ring type.

Chapter 2
Features and soft keys

This section describes some of the Avaya 2007 IP Deskphone soft keys and call features:

- basic call features
- Navigation key
- programmable line (DN)/feature soft keys

Note: For more information about the features available to your telephone and how to use them, refer to the *Telephone Features Card*.

Basic call features

The following features are available on both external and internal calls:

- Make a call
- Answer a call
- Hold a call
- Handsfree
- Headset
- Mute
- Time Offset

Make a call

There are many ways to make a call depending on your telephone programming and the type of call.

To make external calls using line soft keys:

1. Lift the handset.
2. Tap a line soft key.
3. Dial the external telephone number.

To make external calls using intercom soft keys:

1. Lift the handset.
2. Tap an intercom soft key.
3. Enter a line pool access code.

4 When you hear an external dial tone, dial the external telephone number.

Note: Contact your system administrator for a list of line pool codes. When entering a line pool access code on PRI lines, you do not hear dial tone.

To make internal calls using intercom soft keys:

1 Lift the handset.

2 Tap an intercom soft key.

3 Dial the extension number.

Note: Contact your system administrator for a list of extension numbers.

Answer calls

When your telephone rings and the light flashes, or an intercom or line soft key indicator flashes:

- lift the handset.

or

- tap the line or intercom soft key with the flashing indictor before you lift the handset

Hold

Calls are put on hold automatically when you switch from one line to another.

- While on a call, press . The indicator for the line on hold flashes.
- To retrieve a held call, tap the line soft key with the flashing indicator.

Handsfree

Your system administrator must program the Handsfree feature to your telephone.

- Press to make or answer a call.
- To switch to Handsfree when you are on a handset call, press and replace the handset. Lift the handset to switch back.
- To switch to Handsfree when you are on a headset call, press . Press to switch back.

Headset

You must have a headset installed on your telephone to use this feature.

- Press to activate the headset mode. When the light is on, press a line or intercom soft key to make a call.

- To switch to your headset when you are on a handset call, press and replace the handset. Lift the handset to switch back.
- To switch to your headset when you are on a Handsfree call, press . Press to switch back.

Mute

- While on a call, press to turn the microphone off. The button lights when the microphone is off.
- Press again to turn the microphone on.
- Use on a handset, or with Handsfree or headset calls.

Time offset

When your Avaya 2007 IP Deskphone is located in a different time zone from your system, the display shows the system time, not the local time. Use the Time Offset feature to adjust the time that appears on the display.

Before you begin, calculate the time difference, in hours, between the server time and local time.

To change the time that appears on your telephone display to local time:

1 Tap Feature.

2 Enter *510 using the telephone dialpad.

3 Tap CHANGE.

4 Press * on the telephone dialpad to switch between adding or subtracting time.

5 Using the dialpad, enter the number of hours between local time and system time.

Note: Press # to enter half hour increments.

6 Tap OK.

Note: It can take up to one minute for the change to appear on the display.

Navigation key

The Navigation key on the Avaya 2007 IP Deskphone provides all the scrolling motions (horizontal and vertical) required to navigate the menus.

Programmable line (DN)/feature soft keys

The Avaya 2007 IP Deskphone programmable line (DN)/feature soft keys are soft keys that are not assigned as line or intercom soft keys. Programmable line (DN)/feature soft keys store internal and external numbers or features to give you one-touch dialing or feature activation. Refer to "Avaya 2007 IP Deskphone buttons, display, and lights" on page 6.

Program soft keys

You can program a programmable line (DN)/feature soft key with a new number or feature.

To program external autodial:

1. Tap Feature.
2. Enter *1 using the telephone dialpad.
3. Tap a memory soft key.
4. Dial the external number.
5. Tap OK to store the number.

To program internal autodial:

1. Tap Feature.
2. Enter *2 using the telephone dialpad.
3. Tap a memory soft key.
4. Dial the extension number.
5. Tap OK to store the number.

To program features:

1. Tap Feature.
2. Enter *3 using the telephone dialpad.
3. Tap a memory soft key.
4. Tap Feature and enter the feature code.
5. Tap OK to store the feature code.

To erase soft keys:

1. Tap Feature.
2. Enter *1 using the telephone dialpad.
3. Tap a memory soft key.

4 Tap OK to erase the soft key.